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Science City Road  
Sola  
Ahmedabad-380060

# ANKITA SHAH

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## ABOUT

- Individual with more than 6 years of professional work experience with core client management expertise.
- Two years of experience in hyper-growth tech Start-up.
- Excellent Multi-tasker with keen understanding of client issues and cross functional team dynamics.

## EDUCATION

1 K.J.Somaiya College of Engineering, Vidyavihar, Mumbai University  
April 2010 | Mumbai, India  
BE - Electronics  
Second Class

2. P.V.P. Polytechnic College  
April 2002 | Mumbai, India  
Specialization - Electronics  
Distinction

3. Shishubharti Vidyalay,  
April 1998 | Mumbai, India  
Percentage - 77%

## SKILLS

- MS Office Applications
- Database Management
- CRM Portal Management

## Soft-Skills

- Team Player
- Enthusiastic
- Initiative Taker
- Adaptive to change
- Keen Learner

## WORK EXPERIENCE

### Ecolibrium Energy Private Limited, Ahmedabad

#### 1. Manager - Business Operations

*Apr 2018 – Mar 2020*

##### BD Co-ordination and Sales Support

- Responsible to handle Sales Orders in the System.
- Responsible to collaborate within inter-departments to ensure sales, marketing, queries, and deliveries are handled efficiently.
- Responsible to improve Sales Team productivity by contacting customers to arrange appointments and ensure all Sales Representatives have high-quality, up-to-date support material.
- Responsible to manage Order to Cash Compliance Cycle & Reporting.
- Responsible to Maintain MIS Database for Sales & Finance Department.
- Responsible to handle Receivables.
- Responsible to maintain paper and electronic records of contracts, confirmations and transactions with customers in Repository as per storage policy.
- Guardian of CRM Portal & responsible for first level approvals of Customers & Sales Orders.
- Responsible to report discrepancy for Sales Cycle .

### Jekson Vision Private Limited, Ahmedabad

#### 2. Technical Engineer

*Jun 2012 – Jan 2014*

- Responsible to coordinate with OEMs telephonically and supporting them remotely all over globe regarding system integration with the various machines.
- Responsible to coordinate within internal teams like developers, BDM, Sales manager, VP, MD as and when required for technical issues and solutions regarding company products.
- Responsible to manage real time data of the system supplied, installation reports, feasibility reports, bug reports.
- Responsible to provide training to the new joiners and conduct training programs regarding company products.
- Responsible to support the engineers telephonically and remotely all over the globe to rectify the issues faced while integrating the system on various pharmaceutical packing machines.

### Reliance Communications Private Limited, Ahmedabad

#### 3. NOC Engineer

*Mar 2006 – Jul 2008*

- Responsible for Broadband Internet Service Assurance & Retail Service Assurance.
- Responsible to resolve BIA (Broadband Internet Service) faults and POTS faults through a ticketing system.
- Responsible to test and check system feasibility with the help of engineers on site.
- Responsible to provide BIA (Broadband Internet Services) services as per customer's requirement on ADSL (Asynchronous Digital Subscriber Line) card and VOIP services on TAG (Telephony Access Gateway) and IAD (Integrated Access Device) after testing and checking.

**Personal Details:**

- Date of Birth: 2nd Feb, 1983
- Marital Status :Married
- Languages Known: English, Hindi, Gujarati and Marathi
- Hobbies: Traveling, Listening music

**EXTRA-CURRICULAR ACTIVITIES, ACHIEVEMENTS AND INTERESTS**

- Received multiple appreciation posts for taking initiatives for quick resolutions with Key clients
- Transistor Lead Tester in various Projects during college
- Speed Control of DC Motor using Microprocessor 8085 in various Projects during college
- Non-Linear Target Tracking Like Missile, Re-entry Target using Matlab 6.5 in various Projects during college

**Trainings:**

- BIS(Blister Inspection System) and BPO(Barcode Pharmacode OCR Inspection system) – During Professional carrier in Jekson Vision Pvt Ltd
- DLC (Digital Loop Carrier) - During Professional Carrier in Reliance Communications Ltd.
- In plant Trainings - During Diploma Course
  - In Computer Hardware Dept. from Sapphire Micro Systems, Andheri, Mumbai; who are National Distributors for ACCTON Networking and Hardware products.
  - In Maintenance Dept. from National Communication and Controls, Goregaon, Mumbai; who are manufactures of EPABX systems, Security Systems, Auto Conference Systems, Society intercom and STD PCO monitor

**Place: Ahmedabad**

**(Ankita Shah)**